**Example Situational Interview Questions**

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| **Working Style**  *how candidate works alone and with others* | * Describe the ideal working environment to do your best work. * Describe the most difficult boss you worked for and how you dealt with them. * Tell me about a time you were dissatisfied in your work or your work was criticized. What could have been done to make it better? * What are your daily practices to stay on track and keep focused? |
| **Motivations**  *what drives or what might discourage candidate* | * Tell me about a time you went above and beyond the call of duty to get something done or resolve a problem. * Give me an example of an important goal you set and describe your progress in reaching that goal. * Tell me about your proudest professional accomplishment. |
| **Sales Aptitude**  *ability to find and close leads* | * Tell us about a time when you had to sell (an idea, a program, etc.). How did you go about influencing people? |
| **Customer Focus**  *responsiveness, urgency and priority setting in meeting customer needs* | * Describe a time where you had a difficult or unhappy customer. How did you handle it? What, if anything, would you do differently? |
| **Independent**  *ability to work alone with minimal guidance* | * What support do you look to your supervisors for? |
| **Flexible/Adaptable**  *ability to work with others, deal with changes in direction or priority* | * Have you ever found yourself in a situation with little structure? How did you resolve your work and achieve goals? * What would you do if the priorities on a major project you were working on were suddenly changed? * Give me an unexpected situation you encountered in the past. How did you face it? |
| **Resourceful**  *creativity and initiative in problem solving* | * Tell us about a time when you had to think outside the box and stretch your knowledge and experience to solve a problem. |
| **Resilience**  *positive and can-do attitude* | * Tell us about a set-back or disappointment you have had that was beyond your control. * Describe the toughest challenge you ever faced and how you worked through it. |
| **Learner**  *desire and ability to learn* | * What was the biggest knowledge gap you had in your last job? How did you overcome it? |
| **Collaborative**  *success in working with teams* | * Can you share an example where you’ve worked with a highly productive team? What made the team productive and how did you contribute? * Discuss a situation during the past year in which you had to deal with an upset coworker. |
| **Creativity / Originality**  *ability to create and communicate unique ideas* | * Share with me an idea or improvement you implemented that made a difference. * Give me an example of a time you were able to be creative with your work. What was exciting or difficult about it? |
| **Resolve**  *firmness of purpose* | * Tell me about a time when you had to stick by a decision you made even though it made you unpopular. |